

**YAKAMA NATION HUMAN RESOURCES DEPARTMENT
JOB ANNOUNCEMENT**



Announcement # 2015-069 **Issue Date:** 05-27-15 **Closing Date:** 06-12-15

2nd Advertisement

Information Technology (IT) Help Desk Technician

Yakama Nation Gaming Commission

Department of Information Technology (IT)

Hourly Wage: \$20.80/Regular/Full-Time

Under the direction of the IT Manager, the IT Help Desk technician shall assist all Yakama Nation Gaming Commission members with information technology related questions in person, electronically, and by telephone. Diagnose and resolve computing related issues. Stay current with technological trends related to the Yakama Nation Gaming Commission environment which includes but is not limited to Microsoft software products, CCTV related equipment, Numara Track-it, ID Point.

Knowledge, Skills and Abilities:

- Knowledge of general office practices and procedures.
- Knowledge of sensitive records management.
- Knowledge and proficiency in computer use, specifically Microsoft Office products including: Word, Excel, Outlook, and Power Point; and the ability to learn the Numara Database.
- Skill in handling multiple tasks under stress and pressure while maintaining accuracy.
- Ability and willingness to learn Terminology used for computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, and modems.
- Ability to direct the public to the appropriate department and /or staff member in a courteous and professional manner.
- Ability to complete assigned duties and ensure work for accuracy, neatness, and conformance with all policies and procedures.
- Ability to work closely with all YNGC staff to ensure a positive work environment.
- Ability to establish and maintain effective working relationships with other department staff, supervisors/managers, elected officials and the public.
- Ability to shift from working independently to a team environment as job duties dictates.
- Ability to plan, organize and prioritize tasks and work assignments.
- Ability to demonstrate excellent verbal and written communication skills required.
- Ability to respond to Commission request via telephone, email, via remote access, and in-person.

General Recruiting Indicators:

- Minimum high school diploma or GED required with two years experience working in professional, confidential office environment required.
- Bachelor of Science Degree in Information Technology, Computer Science, or related field preferred.
- Three years of progressive work in general computer support or equivalent combination of education and work experience may be substituted for required qualifications.

Special Requirements:

- Required to pass a pre-employment drug and alcohol test.
- Possess and maintain a valid Washington State Driver License throughout employment and ability to obtain and maintain a Tribal Drivers Permit.
- Ability to pass an annual through criminal background investigation.
- Must be physically fit with the capabilities of lifting 50lbs and performing physically demanding tasks for long hours.
- Must commit to continuous training as deemed necessary to fulfill the demands of the position.